INDIAN INSTITUTE OF BANKING & FINANCE

(An ISO 21001:2018 Certified Institute)

Professional Development Centre – Lucknow

Program on Excellence in Customer Service and Complaint Management

In Virtual Mode

from 5th to 6th November 2026

Open to Members and Non-Members of IIBF

Self-sponsored individual registrations are also accepted.

Program coordinators:

Mr. Abhay Kumar, Email- head-pdclko@iibf.org.in

Mr. Udit Negi, Email:se.pdclko1@iibf.org.in

Address:. 3rd Floor, Bhavya Corporate Tower, Vibhuti Khand, Gomti Nagar, Lucknow, Uttar Pradesh- 226010

Website: www.iibf.org.in

BRIEF BACKGROUND

Established on 30th April 1928 as a company under Section 26 of the Indian Companies Act, 1913, the Indian Institute of Banking C Finance (IIBF), formerly known as the Indian Institute of Bankers (IIB), is a professional body of Banks, Financial Institutions, and their employees in India. IIBF during its 97 years of service been actively involved in examination, training C academics. It has emerged as a premier institute in banking and finance education.

Considering the emerging requirements of finance professionals in the ever-changing dynamic environment, IIBF has been providing quality training. The programs are designed in consultation with industry experts and human resources personnel with an endeavor to address the skill gaps on a continuous basis.

The regular offerings in varied areas prepare the finance professionals ahead of the impending change. IIBF has state-of-the-art training facilities at its Leadership Centre at Mumbai, and it has seven Professional Development Canters (PDCs) at Mumbai, Delhi, Chennai, Kolkata, Guwahati, Lucknow and Bengaluru catering to the increasing demand for the focused training programmes.

ABOUT THE PROGRAMME

In the changing landscape of the Indian financial sector, delivering exceptional customer service is no longer optional—but an imperative. With increasing competition, rising customer expectations, and regulatory focus on fair practices, KYC/AML/CFT & compliance banks and financial institutions must continuously raise their service standards and responsiveness to the highest level.

This program focuses on enhancing service excellence and effective grievance redressal mechanisms in line with regulatory expectations, including RBI's guidelines and the Ombudsman Scheme.

Participants will gain insights into legal framework for customer service, customer behavior, service quality frameworks, and practical approaches to handling complaints. Emphasis will be placed on using empathy, communication skills, and technology to transform customer satisfaction into lasting loyalty.

OBJECTIVES

- **Understanding customer service, their needs and expectations.**
- **Develop customer centric approach.**
- **Enhance Service Delivery Standards -** To help participants understand the principles of customer-centric service, with a focus on responsiveness, communication skills, empathy, and consistency. The program aims to build the skills needed to exceed customer expectations and create positive service experiences across all customer touchpoints.
- **Strengthen Grievance Redressal Mechanisms -** To equip participants with knowledge of regulatory guidelines, institutional policies, and best practices for effectively managing and resolving customer complaints and handling difficult, angry, dissatisfied customers. The objective is to ensure timely, fair, and transparent redressal that reinforces customer trust.
- **Foster Long-Term Customer Loyalty -** To highlight the importance of moving beyond satisfaction towards building lasting customer relationships. The program explores techniques to increase engagement, build emotional connections, empathy, listening and leverage feedback for continuous improvement and loyalty enhancement.
- **Ensure effective communication skills and follow complaint management system.**

CONTENT OVERVIEW

- **Customer Service Fundamentals** - Understanding the principles of service excellence and building a customer-first approach.
- **Grievance Redressal Framework -** Overview of regulatory guidelines, internal mechanisms, and best practices for complaint resolution.
- **Journey from Satisfaction to Loyalty -** Exploring strategies to enhance customer experience and foster long-term loyalty.
- **Root cause analysis and problem solving.**
- **Digital customer service and customer service ethics & professionalism.**
- **Case Studies and Discussion.**

METHODOLOGY

- Virtual (Online) interactive lectures, Case Studies, presentations and sharing of experiences on ZOOM.
- Live sessions by Faculty shall be conducted and participants can participate in the sessions from home or office using Laptop/Desktop/iPad/Smart Phones.
- Login details for accessing the sessions shall be shared on registered mail ids of participants 12-24 hours before the program.

TARGET GROUP

- The program is ideal for banking and financial services professionals seeking to improve customer engagement and build a culture of trust and service excellence.

- Participants can be from PSBs, Private Banks, Small Finance Banks, RRBs, NBFCs, Housing Finance companies etc.

DURATION

- 2 Days - From 5th to 6th November 2026
- Timings: 10.00 A.M. to 05.15 P.M. (First day kindly login by 09.45 am)

FEES

₹ 5000/- plus GST @18% (₹ 900/-) aggregating to ₹ 5900/- per participant

(In case of TDS deduction, please send us TDS certificate).

Programme fees may be remitted to the credit of Institute's account as given below:

Particular	Account Details
Account Name	Indian Institute of Banking & Finance
Virtual Account No.	IIBF28TRGLUCKNOW
IFSC	SBIN0004266
BANK	STATE BANK OF INDIA
Bank Branch Address	Kurla West

In case of any quires, kindly contact

Mr. Abhay Kumar	Mr. Udit Negi
Head PDC	**Senior Executive**
head-pdclko@iibf.org.in	se.pdclko1@iibf.org.in
Mob-9340666010	Mob : 8077847373

To Register kindly email, the following details.

Sr. No.	Name (as required on certificate)	Institution Name	Branch/ Office/Department	Designation	Mobile No. (WhatsApp)	E-mail Id
1	Ms.					
2	Mr.					
Add additional rows as required						

Institution Details	
Name of Bank / FI	:
Address (where certificate is to be sent)	:
GST No.	:
PAN No.	:
Details of Nominating Authority	
Name	:
Designation	:
Mobile No.	:
E-Mail Id	: